



# On the Gulch

## A Newsletter For and About City of Helena Employees

### Learn to Tell Our Story

Have you been frustrated by criticism of our city and its services?

There are processes and issues our city could improve; what are you doing to provide good service to our residents? What do you see in our city services that could improve our residents experience?

There are also things our city does very, very well. Are you sharing those things we do well with your friends and neighbors? Are you sharing those stories in a positive way?

Here are a few ideas for sharing our city's good stories:

- » When you see a positive story in the news, share it via email & Facebook.
- » When people ask what you do, be prepared with your "elevator pitch". This is about a one minute description of what you do. It's usually something persuasive, which is why it's called a "pitch." Your pitch should include a basic description of regular, daily activity, along with the reason you are proud to work for the city. For instance:

*"I help maintain our water supply infrastructure and the safety of our water. You would not believe how complicated it is to provide fresh, delicious water to our residents. I'm proud to be part of the team that brings clean, drinkable water to our city."*

- » An elevator pitch must be short and convincing; you may need to practice to make sure you're saying what you intend and to come across as authentic, not defensive.
- » When you hear a person complain about a city service, ask for more details. Remind the person of the good services our city provides, and then **make sure that person knows who to call to resolve the issue.** Try not to sound defensive, but definitely defend your colleagues if the complaint is personal. Sometimes those complaints aren't city-related. If you can get more information, you may find out the complaint is something another agency, such as the county or the state, is responsible to resolve.

We can all be part of the success story of our city by sharing positive stories. And there are a lot of positive stories to share. Be an ambassador for our city by knowing answers to questions or knowing who to ask, by driving responsibly (especially in city vehicles), by reminding our public about important services we provide, and by genuinely caring about our community.

### Employee News

**Welcome** to:  
Jennifer Schade,  
Parks Administrative  
Assistant III

Kurtis Robinson,  
Assistant Golf Course  
Superintendent

Stan Morrison,  
Wastewater Plant  
Operator



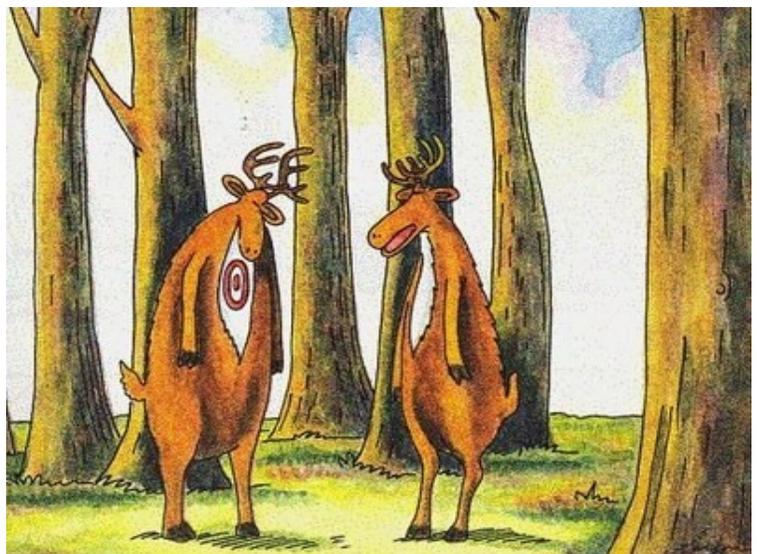
**Government Tuesday  
Discount baseball tickets  
for government**

**September 1st & 8th**

All city, county, state, and federal government employees will receive \$4 admission with a valid work ID or pay stub.

Good for General Admission for up to four family members. Questions? Call 495-0500.

**SAVE THE DATE:  
Employee  
Appreciation  
Luncheon  
October 21, 2015**



"Bummer of a birthmark, Hal!"

## Civic Center Upcoming Performances

### Skinny is Not the Same as Fit Exercise For Your Brain and Soul - Not Just Weight Loss

Why is the focus of fitness and physical activity so driven by weight loss? Taking time for walking, hiking, and other physical activities is not just good for your body, it helps your brain stay sharp.

The weather is cooling down; now is the time to get outside and help your brain to function at its best!

"According to a study done by the Department of Exercise Science at the University of Georgia, even briefly exercising for 20 minutes facilitates information processing and memory functions."

Here are a couple of articles about the link between exercise and brain function:

Physical Exercise for Brain Health  
(<http://www.brainhq.com/brain-resources/everyday-brain-fitness/physical-exercise>)

5 Ways Exercise Impacts Your Brain  
(<http://www.womenshealthmag.com/fitness/how-does-exercise-affect-your-brain>)

Marilyn  
*Forever Blonde*



"Delectable"  
"The delectable Sunny Thompson has the strange allure of Monroe down to a tee, you can't take your eyes off her!"  
~ *The London Times*

Get your tickets online beginning August 19 at:  
[www.helenaciviccenter.com/](http://www.helenaciviccenter.com/)  
or call 406-447-8481

At the Helena Civic Center October 3, 2015, 7:30pm

### New Shanghai Circus

"Acrobats, jugglers and contortionists defy gravity and execute breathtaking feats as they stretch the limits of human ability!"

Get your tickets online beginning August 19 at:  
[www.helenaciviccenter.com/](http://www.helenaciviccenter.com/)  
or call 406-447-8481



At the Helena Civic Center January 28, 2016, 7:30pm

### School is Starting! Slow Down!

The school year is upon us once again. The Traffic and Signal Divisions would like to remind drivers to be aware of school children crossing streets. Reduced speed limits are in effect around schools. Watch for flashing lights and reduced speeds.

Flasher schedule is:

**Monday through Friday:**  
7:30 a.m. – 8:45 a.m.

**Monday:** 2:10 p.m. – 3:30 p.m. (Early Release)

**Tuesday through Friday:**  
2:45 p.m. – 4:00 p.m.



### Congratulations Helena Police Association Softball Team!



The Helena Police Association came in second in the Men's Recreation Tournament. Coached by Lt. Brett Petty.